



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Verizon North Inc.**  
**for quarter ending June 30, 2008**

| <b>Out of Service More Than 24 Hours</b>   | <b>April</b> | <b>June</b> | <b>June</b> | <b>Totals</b> |
|--|--------------|-------------|-------------|---------------|
| A. Total dollar amount of all customer credits paid  | \$1,283.49   | \$1,157.44  | \$3,557.39  | \$5,998.32    |
| B. Number of credits issued for repairs - 24 - 48 hours                                    | 249          | 149         | 315         | 713           |
| C. Number of credits issued for repairs - 48 - 72 hours                                    | 13           | 11          | 90          | 114           |
| D. Number of credits issued for repairs - 72 - 96 hours                                    | 2            | 0           | 16          | 18            |
| E. Number of credits issued for repairs - 96 - 120 hours                                   | 5            | 4           | 16          | 25            |
| F. Number of credits issued for repairs > 120 hours  | 3            | 3           | 7           | 13            |
| G. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 626          | 941         | 3,373       | 4,940         |
| H. Number of customers receiving alternate phone service rather than receiving a credit    | 0            | 0           | 0           | 0             |

| <b>Failure to Install Basic Local Exchange Service</b>                                     | <b>April</b> | <b>June</b> | <b>June</b> | <b>Totals</b> |
|--|--------------|-------------|-------------|---------------|
| A. Total dollar amount of all customer credits paid  | \$8,140.40   | \$7,170.66  | \$17,200.18 | \$32,511.00   |
| B. Number of installations after 5 business days   | 736          | 365         | 602         | 1,703         |
| C. Number of installations after 10 business days  | 0            | 0           | 0           | 0             |
| D. Number of installations after 11 business days  | 86           | 16          | 50          | 152           |
| E. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 427          | 425         | 462         | 1,314         |
| F. Number of customers receiving alternate phone service rather than receiving a credit    | 0            | 0           | 0           | 0             |

| <b>Missed Appointments</b>   | <b>April</b> | <b>June</b> | <b>June</b> | <b>Totals</b> |
|--|--------------|-------------|-------------|---------------|
| A. Total dollar amount of all customer credits paid  | \$4,923.00   | \$9,550.00  | \$10,200.00 | \$24,673.00   |
| B. Number of customers receiving credits   | 127          | 193         | 205         | 525           |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 19           | 14          | 11          | 44            |

**Comments**